

Administrative Vendor - Performance Report February 2007

Single Point of Entry Performance Standard	Contracted Level	Level Met	Data Descriptions
Applications sent to County Welfare Department or Healthy Families Program (HFP) within four (4) business days of receipt at SPE.	98%	99.9%	21,895 applications processed in 4 days out of 21,926 applications
Single Point of Entry Toll-free line (1-800-880-5305) Line busy rate.	5%	0%	0 blocked out of 122,046 calls attempted*
Single Point of Entry Toll-free line (1-800-880-5305) Line abandoned rate.	5%	5%	8,284 abandoned out of 122,046 incoming calls*
Single Point of Entry Toll-free line (1-800-880-5305) Voice mail calls returned within two (2) business days.	100%	100%	3,002 returned in 2 days out of 3,002 voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Healthy Families Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	99.9%	16,029 out of 16,045 applications
Program Reviews and appeals processed within fifteen (15) business days of receipt of applicant's request.	99%	100%-Appeals 100%-Prog Rev	167 out of 167 appeals 13,194 out of 13,194 program reviews
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage.	99%	99.8%	74,314 out of 74,434 data transmissions
HFP Members-Only Toll-free line (1-866-848-9166) Line busy rate.	3%	0%	2 blocked out of 149,941 calls attempted*
HFP Members-Only Toll-free line (1-866-848-9166) Line abandon rate.	3%	1.7%	3,924 abandoned calls out of 149,941 incoming calls*
HFP Members-Only Toll-free line (1-866-848-9166) Seconds to live voice.	85% in 25 seconds	85.2%	84,512 calls answered in 25 seconds out of 103,578 calls answered*
HFP Members-Only Toll-free line (1-866-848-9166) Voice mail calls returned within two (2) business days.	100%	100%	1,033 returned in 2 days out of 1,033 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report January 2007

Single Point of Entry Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of SPE application screening to correct program (HFP, Medi-Cal or both).	98%	98.5%	395 applications screened correctly out of 401 applications

Healthy Families Program Quality and Accuracy Standard	Contracted Level	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Healthy Families Program (HFP) applications and Program Reviews received.	98%	97.7%	518 applications with correct eligibility determinations out of 530 HFP applications
Accuracy of eligibility determinations for HFP Annual Eligibility Review (AER) applications received.	98%	99.3%	399 applications with correct eligibility determinations out of 402 HFP AER applications
Accuracy of adjudications of HFP appeals received.	98%	100%	108 appeals with correct appeal determinations out of 108 HFP appeals
Accuracy in generating electronic enrollment transactions (834s) for individual HFP subscribers for eligibility triggering events.	98%	99.9%	1,715 correct and successful 834 transactions generated out of 1,716 triggering events
Accuracy in generating and posting HFP plan daily electronic enrollment files (834s) containing individual HFP subscriber transactions for each HFP plan for the previous days triggering events.	98%	100%	1,200 correct generated and successfully posted plan files out of 1,200 HFP plan files
Accuracy of monthly capitation payment determinations for HFP subscribers and accuracy of the monthly generated electronic capitation files (820s) for each HFP plan.	98%	99.9%	1,199 correct determinations and successfully generated plan files out of 1,200 HFP plan files

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples.